



Code: 0539

Family: Clerical and Office Administration

Service: Administrative

Group: Clerical, Accounting and General Office

Series: Library

CLASS TITLE: LIBRARY PAGE

CHARACTERISTICS OF THE CLASS

Under immediate supervision, performs routine manual and clerical tasks at a Chicago Public Library, and performs related duties as required

ESSENTIAL DUTIES

- Places books on shelves in accordance with alphabetical and/or numerical classification systems
- Locates materials on library shelves and delivers to patrons
- Inspects shelves to ensure books are correctly shelved by call number and neatly arranged
- Pulls and relocates improperly shelved books
- Puts reading room desks and displays in proper order
- Packs and unpacks library materials
- Answers telephone, takes messages, and refers callers to appropriate parties
- Charges and discharges library materials using a personal computer and the automated circulation system
- Processes applications for library cards by entering patron data into computer terminals
- Retrieves books from book drops, loads books onto carts or gurneys and transports them to designated library sections for processing
- Performs other routine clerical duties, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Willingness and ability to perform the duties of the job

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General library facility environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)

PHYSICAL REQUIREMENTS

- Must be able to lift and carry books and materials weighing in excess of 35 pounds
- Ability to climb ladders and /or step stools

- Ability to squat, bend, push, pull, book carts and stand long periods of time

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- clerical methods, practices and procedures
- intake and customer service methods, practices, and procedures
- English language spelling, punctuation, and grammar
- basic computer operations

Knowledge of applicable City and department policies, procedures, rules and regulations

Skills

- **ACTIVE LEARNING** - Understand the implications of new information for both current and future problem-solving and decision-making
- **ACTIVE LISTENING** - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times

Abilities

- **COMPREHEND ORAL INFORMATION** - Listen to and understand information and ideas presented through spoken words and sentences
- **SPEAK** - Communicate information and ideas in speaking so others will understand
- **COMPREHEND WRITTEN INFORMATION** - Read and understand information and ideas presented in writing

Other Work Requirements

- **DEPENDABILITY** - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- **ATTENTION TO DETAIL** - Pay careful attention to detail and thoroughness in completing work tasks

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
September, 2012